

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

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Command: Redding	Division: Northern	Chapter: 7
Inspected by: Sgt. M. Garcia		Date: 02/24/2010

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level	Total hours expended on the inspection: 8 Hours	<input type="checkbox"/> Corrective Action Plan Included <input checked="" type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Northern Division Due Date:	

Chapter Inspection: Chapter 7 – Supervision and Training

Inspector's Comments Regarding Innovative Practices:

The Redding Area has not implemented any innovative practices warranting departmental consideration.

Command Suggestions for Statewide Improvement:

The Redding Area had no suggestions for statewide improvement.

Inspector's Findings:

Utilizing the Area Management Evaluation, Inspection Checklist (Chapter 7 – Supervision and Training), there were no discrepancies found.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

ALL AREA PERSONNEL APPEAR WELL TRAINED AND EXPERIENCED.
MANAGEMENT AND SUPERVISORY PERSONNEL ALL HAVE A
CLEAR UNDERSTANDING OF THEIR ROLE IN THE COMMAND
STRUCTURE. THEIR EVEN-HANDED APPROACH TO SUPERVISION
HAS CREATED AN EFFECTIVE AND HEALTHY WORK ENVIRONMENT.

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None.

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Required Action
Corrective Action Plan/Timeline

None.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE  CAPT.	DATE 3/9/10
	INSPECTOR'S SIGNATURE 	DATE 02/24/10
<input type="checkbox"/> Reviewer discussed this report with employee <input type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE  Stephen Bell	DATE 3/10/10

AREA MANAGEMENT EVALUATION**SUPERVISION AND TRAINING**

CHP 453G (Rev. 5-06) OPI 009

AREA Redding	DIVISION Northern	NUMBER 135
EVALUATED BY Sergeant Mark Garcia, #10268		DATE 02/24/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW  CAPT.	DATE 3/9/10
BY		EVALUATED Yes	ACTION REQUIRED No
CORRECTED N/A			

1. GENERAL

- a. Does the Area work force consist of employees, supervisors and managers who support the principles addressed in GO 0.8, Professional Values? ☒ Yes ☐ No
- (1) Are the employees capable of performing and maintaining essential services to the public? ☒ Yes ☐ No
- (2) Are upward mobility and career development programs and training available to interested employees? ☒ Yes ☐ No
- b. Do supervisors at all levels assume responsibility for the development and training of their employees? ☒ Yes ☐ No
- (1) Do supervisors review and assess specific training needs with employees annually? ☒ Yes ☐ No
- (a) Is this review done in conformance with the departmental Out-Service Training Plan? ☒ Yes ☐ No
- c. Do employees assist in their training assessment by helping supervisors identify their strengths and weaknesses? ☒ Yes ☐ No
- (1) Do employees seek information on training opportunities to improve their job performance? ☒ Yes ☐ No
- (2) Do employees initiate their own career development plan? ☒ Yes ☐ No
- (3) Do employees utilize the knowledge, skills, and abilities they have acquired through training? ☒ Yes ☐ No

2. LIEUTENANTS (OTHER THAN COMMANDERS)

EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
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- a. What are the commander's plans for developing Area lieutenants? Refer to attachment.

- (1) Are the plans in writing? ☒ Yes ☐ No
- (2) Is there meaningful guidance, direction, and assistance provided to lieutenants in the formulation of their individual career development plans? ☒ Yes ☐ No
- (3) Does the commander work with the lieutenants to structure a development plan that provides job experience that will contribute most to the accomplishment of both the lieutenant's career goals and those of the Department? ☒ Yes ☐ No
- (a) Do the lieutenants have a career development plan based on their assessment center follow-up reports? ☒ Yes ☐ No
- (b) Does the commander use the lieutenant's career development plan to structure needed training and make meaningful comments on annual performance reports? ☒ Yes ☐ No
- (5) Are lieutenants encouraged to participate in self-initiating activities such as continuing college-level education, public speaking training (e.g., Toastmasters), professional and community organization affiliation, etc.? ☒ Yes ☐ No

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(6) Do lieutenants' annual evaluations contain comments on their managerial potential and their desires on upward mobility?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) How does the commander train the lieutenants for command responsibility? Refer to attachment.					
(b) Are the lieutenants submitting completed staff work?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Are the lieutenants involved in coordination with other agencies in the criminal justice system?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(d) Are the lieutenants participating in Headquarters career development assignments?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Are lieutenants given freedom to manage their respective operations?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are the lieutenants effective supervisors?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are the lieutenants developing managerial skills in subordinate supervisors?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are the lieutenants well-organized in their work?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they maintain files to assist in evaluations?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do they plan and make effective use of time?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Do they work closely with subordinates?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(d) Do they foresee problems and plan for them?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(e) Do they have an "open door" policy that does not circumvent the sergeant's authority?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3. SERGEANTS				EVALUATED Yes	ACTION REQUIRED No
				CORRECTED N/A	
a. Is the sergeant's role as an essential member of the command's management team well-defined and understood?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does Area use the sergeant as part of the management team and ensure all have a good understanding of and agree on priorities?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do the sergeants maximize their on-the-road field supervision time?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do the sergeants properly apply management philosophies and supervisory skills?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Do the sergeants promote a positive environment conducive to counseling and motivating subordinates?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Do the sergeants assist in the development of their subordinates?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) After officers with supervisory potential are identified, what is done to develop that potential? Refer to attachment.					
(3) Are the sergeants able to direct the activities of subordinates to accomplish Area and departmental goals?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do the sergeants' actions show a willingness to become involved?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Do the sergeants know when to act, when to delegate, and when to refer to a superior?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are sergeants available at the beginning and at the end of shift in the office, and in the field during shift?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If on an alternate workweek, are the sergeants able to provide adequate supervisory coverage?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Is there an established system for sergeants' ride-alongs?				<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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(a) Are sergeants conducting ride-alongs as required?

☒ Yes ☐ No

(b) How are ride-alongs documented? Refer to attachment.

(6) Is there a written order addressing supervisory observation of court testimony and the courtroom demeanor of officers?

☒ Yes ☐ No

(a) How is courtroom observation documented? Courtroom observation is documented on the CHP 100 form.

(b) Has courtroom procedures/testimony training been provided for officers?

☒ Yes ☐ No

(7) What policy does Area have for review of reports? The SOP provides policy for supervisory review of reports.

(a) How often do sergeants review and, if necessary, discuss reports with officers? Refer to attachment.

(b) If special duty officers review reports, are deficient and/or superior reports brought to the attention of the supervisors?

☒ Yes ☐ No

(c) Do supervisors utilize matrix reports as well as hands-on inspection of documents?

☒ Yes ☐ No

(8) Do sergeants respond to incidents involving damage to state equipment or injury to personnel?

☒ Yes ☐ No

(a) Do they assist with felony arrests or respond to physical arrest incidents?

☒ Yes ☐ No

(b) Do they respond to specific types of accidents? (If yes, specify.)

☒ Yes ☐ No

Refer to attachment.

(c) What role do sergeants assume at accident scenes? Refer to attachment.

(d) Are sergeants aware of MAIT call-out criteria?

☒ Yes ☐ No

(e) How many times has a sergeant been "called-out" to an accident in the past year? Refer to attachment.

(9) Are daily briefings held for each shift?

☒ Yes ☐ No

(a) Are briefings interesting and meaningful, with the supervisor in control?

☒ Yes ☐ No

(b) How are briefing items and attendance documented and filed for future reference? Refer to attachment.

(c) How are special duty officers briefed? Refer to attachment.

(10) What methods do sergeants use to plan their goals for the month (e.g., planning calendar)? Sergeants plan their goals for the month with individual desk calendars or their own day planners. The CHP 112 is used to document those goals that are reached.

(11) Do sergeants participate in Public Affairs activities?

☒ Yes ☐ No

(a) Have they received public speaking training from their commander?

☒ Yes ☐ No

(12) Do newly promoted or transferred sergeants receive proper orientation?

☒ Yes ☐ No

(13) Do the sergeants have a good working knowledge of policies and procedures affecting their assignment?

☒ Yes ☐ No

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(a) How do sergeants keep current on additions or revisions to policy? Refer to attachment.

(b) Are the sergeants knowledgeable about current topics such as collective bargaining, affirmative action, civil liability, etc.?

☒ Yes ☐ No

(c) Do the sergeants expedite training/briefing of recent changes for subordinates?

☒ Yes ☐ No

4. OFFICERS

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

N/A

a. Does Area have a formal orientation training program?

☒ Yes ☐ No

(1) Does a supervisor oversee this program?

☒ Yes ☐ No

(2) Are departmental guidelines followed for field orientation training?

☒ Yes ☐ No

(3) Are Area field training officers (FTOs) departmentally qualified?

☒ Yes ☐ No

b. Did Area adequately identify their needs when planning their training program?

☒ Yes ☐ No

(1) Has an effective training program plan been developed?

☒ Yes ☐ No

(a) Does it reflect both current and future needs?

☒ Yes ☐ No

(b) Is training scheduled far enough ahead to assure continuity, yet flexible enough for changing needs?

☒ Yes ☐ No

(c) Are plans regularly updated?

☒ Yes ☐ No

(2) Who is responsible for training? The Training Sergeant has the responsibility of overseeing the training program.

(a) Is this person effective?

☒ Yes ☐ No

(b) Are guest speakers and other instructors regularly scheduled?

☒ Yes ☐ No

(c) Are critiques used to ensure only the best presentations are scheduled?

☒ Yes ☐ No

(d) How does Area identify personnel whose expertise may qualify them as an instructor? Refer to attachment.

(3) What methods are used by Area to establish training needs? Training needs are established by the Department's mandated training program as well as local needs which are identified by the Area's management team. Training needs can arise from training days, staff meetings, occupational safety meetings, and requests made by Area personnel.

(a) Do training topics appear relevant?

☒ Yes ☐ No

(b) Are training results objectively evaluated on a regular basis?

☒ Yes ☐ No

c. Who is responsible for specialized training with the Area? The Training Sergeant is responsible for specialized training within the Area, with a managers approval.

(1) Are all officers proficient with cameras?

☒ Yes ☐ No

(a) If not, are enough trained to meet operational needs?

☒ Yes ☐ No

(b) Is refresher training provided periodically?

☒ Yes ☐ No

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(c) Who reviews photographs when they are returned? Photographs are reviewed by the Accident Investigation Review Officer.

(d) Is a specific individual responsible for camera maintenance? ☒ Yes ☐ No(2) Is one specific person responsible for Defensive Driver Training? ☒ Yes ☐ No(a) Has Area complied with driver training requirements outlined in HPM 10.6, Occupational Safety Manual? ☒ Yes ☐ No(3) Are there any special needs in the Area? ☒ Yes ☐ No(a) If so, has any special training been provided in those areas? ☒ Yes ☐ No(4) Are all officers currently certified in CPR? ☒ Yes ☐ No(a) Is annual training conducted on schedule? ☒ Yes ☐ Nod. Is one specific person responsible for training records? ☒ Yes ☐ No(1) Is a training chart utilized to record all training conducted in the Area? ☐ Yes ☒ No

(2) If a training chart is not used, what type of system is utilized by the Area? The Redding Area utilizes the computerized Employee Training Record System.

(3) Are In-Service training records complete and current? ☒ Yes ☐ No(a) Have officers new to the Area been added to the records? ☒ Yes ☐ No(4) Are records of individual officers current? ☒ Yes ☐ No**5. NONUNIFORMED**EVALUATED
YesACTION REQUIRED
NoCORRECTED
N/A

a. What special training has been planned for nonuniformed employees? Special Training is planned on an as needed basis. The Automobile Technician and Janitor just attended First Responder Awareness Training. Defensive Driver Training is also a focus.

b. Is there a planned orientation for new employees? ☒ Yes ☐ No(1) Is the departmental orientation guide for new employees being utilized? ☒ Yes ☐ No(2) Have new employees reviewed the video, "Spirit of Excellence"? ☒ Yes ☐ No**6. EVALUATION PROCESS**EVALUATED
YesACTION REQUIRED
NoCORRECTED
N/A

a. What methods are utilized to assure sergeants have sufficient supervision time with the officers they evaluate? Refer to attachment.

(1) Are evaluation assignments equitable? ☒ Yes ☐ No(2) Are evaluations done on schedule? ☒ Yes ☐ No

(3) How do lieutenants record their observations of the sergeants' critical task performance? The lieutenant records observations on the sergeants' CHP 112s, and at times on a CHP 2.

b. What records do the supervisors keep on the employees they supervise? Supervisors keep CHP 100 forms, CHP 2s, commendable letters and e-mails from the public, and commendations.

(1) Are significant matters recorded and filed regularly to provide a basis for evaluations? ☒ Yes ☐ No

(a) Do records have a good balance of positive and negative comments? ☒ Yes ☐ No

(2) Do all documents and comments comply with the Peace Officers' Bill of Rights? ☒ Yes ☐ No

(3) Do all supervisors contribute to the records? ☒ Yes ☐ No

(4) Are similar records kept of supervisor's efforts? ☒ Yes ☐ No

c. Are evaluations realistic, objective, and meaningful? ☒ Yes ☐ No

(1) Are evaluations consistent in the rating process? ☒ Yes ☐ No

(2) Is there continuous and thorough documenting of performance at all command levels? ☒ Yes ☐ No

(3) Do employees feel their evaluations assist them? ☒ Yes ☐ No

(4) Are comments in the evaluation in keeping with their overall importance? Yes.

(5) Is the performance objective monitored, with proper recognition given? ☒ Yes ☐ No

(6) Does the Area have a procedure to test the effectiveness of evaluations? ☒ Yes ☐ No

(7) Is the commander satisfied with the Area's evaluation process? ☒ Yes ☐ No

(8) Does the commander have a clear understanding of his/her role in the performance appraisal process? ☒ Yes ☐ No

7. INTERIM REPORTS

EVALUATED
Yes

ACTION REQUIRED
No

CORRECTED
N/A

a. Are interim reports utilized as appropriate? ☒ Yes ☐ No

(1) Do supervisors understand the procedures for issuing them? ☒ Yes ☐ No

(2) Were all other appropriate supervisory techniques used without positive results prior to implementing interim reporting? ☒ Yes ☐ No

b. Are interim reports periodically updated and discussed with the employee? ☒ Yes ☐ No

(1) Do interim reports discuss the problem(s) in specifics and establish performance objectives? ☒ Yes ☐ No

(2) Are definite methods outlined to achieve satisfactory performance? ☒ Yes ☐ No

(3) Are controls and follow-up present? ☒ Yes ☐ No

(4) Is the plan of action fully discussed with the employee? ☒ Yes ☐ No

(5) If satisfactory performance is not achieved within the specified time frames, is further corrective action taken? ☒ Yes ☐ No

8. INCIDENT REPORTS (CHP 2)

EVALUATED
Yes

ACTION REQUIRED
No

CORRECTED
N/A

a. Are local controls over CHP 2s reasonable? ☒ Yes ☐ No

(1) Who can issue them? Area supervisors or managers can issue a CHP 2. Supervisors need the approval of a manager.

(2) How are they filed? CHP 2s are filed in the employee's personnel folder after reviewed and signed by the employee.

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(3) Are they available for supervisor's review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Who assures a proper relationship in the recognition of commendable and censurable incidents?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Are incident reports properly worded?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Do they state the subject in plain, concise language?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) When appropriate, do they set goals and provide meaningful direction?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Do they accomplish their purpose?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Does the Area have an alternative way to document good work and minor deviations supplemental to the incident report?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

9. ATTITUDES AND DISCIPLINE	EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
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a. How do employees really feel about their work, their supervisors, the role of traffic enforcement, etc.? Refer to attachment.

(1) Do officers feel their work is a valuable contribution to the departmental operation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are there frustrations in their work?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) How can these frustrations be reduced? Special attention by managers and supervisors are taken to ensure employee frustrations/complaints are addressed and corrected when possible. When these isolated incidents do occur it is important to immediately remedy the issue to maintain positive Area morale.		
(3) Are employees familiar with recent changes in policy or procedure?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Do the nonuniformed employees feel they are allowed to participate in Area functions equally with the uniformed employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Do all employees get along well?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Are there problem individuals?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are supervisors aware of these individuals, and are they taking steps to change their behavior?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Is there a positive motivation force present in the squad?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is a climate created so that individuals <u>want</u> to do a good job?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Are the grievance and complaint procedures understood by all supervisors and employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) How do supervisors feel about the procedures? All Area supervisors fully understand and support the grievance procedures.		
(2) If there has been a recent case filed, was it handled successfully?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If no, did it properly proceed to the next appropriate level?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are all grievances and complaints relating to contract interpretations retained in the Area in accordance with provisions contained in HPM 9.1, Employee Relations Manual?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

AREA MANAGEMENT EVALUATION SUPPLEMENT

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SUBJECT: Area Management Evaluation, Supervision and Training, Chapter 7

DATE: 02/24/2010

SECTIONS	COMMENTS
Lieutenants - 2.a	The commander's plans for developing the Area lieutenant is accomplished by daily briefings regarding all issues involving Area operations. The lieutenant is given responsibility as acting commander during the commander's absences. He is involved in community meetings, and coordination with other involved law enforcement agencies.
Lieutenants - 2.a.6.a	The commander trains the lieutenant for command responsibility through a structured development plan that provides job experience and also contributes to the accomplishment of the lieutenant's career goals.
Sergeants - 3.a.2.a	Sergeants assist officers who express an interest in a career development program. Officers with supervisory potential are given additional training as Officer-in-Charge (OIC) and are utilized during the absence of a supervisor. The OICs are provided written direction from the Area's OIC and Standard Operating Procedures (SOP) binders. The Area has hosted a study group for the last two sergeants' promotional examinations. The study group consisted of preparing the officers for the written examination, the essay, and participation in a mock oral at the Redding Area and at Northern Division. A total of five officers have promoted from the Area's study groups.
Sergeants - 3.a.5.b	Ride-alongs are tracked quarterly on a chart maintained in the Sergeants' office. Ride-alongs are documented on the Officers CHP 100, the Sergeants' CHP 112, and the POST perishable skills form.
Sergeants - 3.a.7.a	Sergeants review reports on a daily basis in order to assure acceptable standards. Supervisors do discuss with the officers both positive and negative feedback regarding reports as soon as their work schedules allow.
Sergeants - 3.a.8.b	Sergeants respond to all accidents involving damage to CHP equipment or injury to personnel. Supervisors also respond to all fatal and major injury collisions, as well as significant incidents which dictate the presence of a supervisor, or whenever requested by the officers on-scene.

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SUBJECT: Area Management Evaluation, Supervision and Training, Chapter 7

DATE: 02/24/2010

SECTIONS	COMMENTS
Sergeants - 3.a.8.c	The primary role of the sergeant at accident scenes is the Incident Commander. Sergeants also provide assistance to the investigators, traffic control, storage of involved vehicles, and any other assistance which may be needed.
Sergeants - 3.a.8.e	The Redding Area does not utilize on-call sergeants. There has been a few times in the last year that a sergeant was called-out (returned to duty) to an accident. There is a sergeant assigned to the Burney Resident Post which has on-call status. The sergeant gets called out to an accident approximately four times a year. The Area lieutenant has been called out approximately six times to various incidents.
Sergeants - 3.a.9.b	Briefing items are documented on the CHP 160 and are maintained in a three-ring binder (specifically marked) in the briefing room. They are logged and chronologically numbered and indexed by month. The training officer purges the briefing book on a yearly basis. Officer attendance is documented on daily schedules and the master schedule. Briefing items and daily schedules are kept in the clerical files for a period of three years plus current.
Sergeants - 3.a.9.c	Special duty officers are required to read the briefing book and are briefed on appropriate items by the shift supervisor or administrative sergeant. Special duty officers also attend shift briefings on a regular basis.
Sergeants - 3.a.13.a	Sergeants keep current on additions or revisions to policy through the Area's routing process, MIS updates, and the Department's Intranet. The managers also discuss updates and revisions to policy during staff meetings.
Officers - 4.b.2.d	The Area identifies personnel as instructors by referencing the ETRS program and noting their skills and expertise obtained through courses taken. Recommendations by other CHP Areas and Allied Agencies are also used.

